This benefit replaces the existing benefit prior to 1st November 2024 and will cover Your Covered Purchases made after 1st November 2024.

MASTERCARD SINGAPORE
WORLD ELITE CARDS

SUMMARY OF COVER

Insurance Coverage	Maximum Benefit Amount (USD)
Purchase Protection	Per occurrence: 3,000 Annual Aggregate: 20,000

Each insurance benefit limit described in this Guide is in United States Dollars (USD). Payment of claims will be made in local currency where required by law using the official Foreign Exchange Rates published on the date Claim payment is made.

PURCHASE PROTECTION INSURANCE
TERMS & CONDITIONS FOR SINGAPORE CARDHOLDERS

SECTION I GENERAL DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

Accidental Damage means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.

Annual Aggregate Limit means the maximum amount of benefit per Cardholder available for under the Purchase Protection Insurance.

Cardholders/Insured Persons means all individuals who have been issued an Eligible Card, including secondary or additional cardholders on the same account, in the Territory and where such Eligible Card is issued by a participating Issuer.

Covered Purchases means items, other than those listed in *Section III Exclusions*, purchased entirely with the Eligible Card and/or have been acquired with points earned by a Rewards Program associated with the Eligible Card.

Eligible Card means a participating Issuer's Mastercard World Elite debit or credit cards.

Eligible Cardholders means those Cardholders with Eligible Cards who shall be entitled to receive payment or such other benefit as is provided for in the Policy.

Insurer means AIG Asia Pacific Insurance Pte. Ltd.

Issuer means a bank or financial institution or like entity that is authorized by Mastercard to operate a Mastercard debit or credit card program in the Territory and is participating in the Purchase Protection offering to Cardholders.

Mysteriously Disappear or **Mysterious Disappearance** means the vanishing of an item in an unexplained manner where there is absence of evidence of a wrongful act by a person or persons.

Per Occurrence Limit means the maximum amount of benefit available under the Purchase Protection Insurance for any single Covered Purchase.

Territory means Singapore.

Theft means the illegal act of taking a Covered Purchase belonging to the Insured Person, without their consent, with intent to deprive him/her of its value.

SECTION II COVERAGE

The Insurer will pay for loss of Covered Purchases due to Accidental Damage or Theft, occurring within one hundred eighty (180) days from the date of purchase as indicated on the store receipt, up to the Per Occurrence Limit, and subject to the Annual Aggregate Limit per Cardholder.

- Covered Purchases given as gifts are covered.
- Covered Purchases include internet purchases.
- Covered Purchases do not have to be registered.

SECTION III EXCLUSIONS

The Policy does not provide coverage for any of the following:

1. *any motor vehicle, airplanes, drones, boats, automobiles and motorcycles and any equipment, parts or accessories;*
2. *permanent fixtures, including but not limited to carpeting, flooring, tile, air conditioners, refrigerators, or heaters;*
3. *travelers check(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps;*
4. *art, antiques, collectable items, furs, jewelry, gems, precious stones and fragile items;*

5. *consumables or perishables;*
6. *plants or animals;*
7. *hazardous materials and any item banned in the Territory;*
8. *access to internet websites, mobile applications, software or data files downloaded from the internet including but not limited to music files, photos, reading materials, books and movies; or reinstatement or recovery thereof;*
9. *used, rebuilt, refurbished, or remanufactured items at the time of purchase;*
10. *Mysterious Disappearance;*
11. *items rented out, rented or leased; items purchased for resale, professional, or commercial use;*
12. *services, shipping, handling, installation or assembly costs;*
13. *Losses occurring to item(s) you purchased online prior to your taking possession of such item(s);*
14. *items damaged through alteration (including cutting, sawing, and shaping);*
15. *items left unattended in a place to which the general public has access;*
16. *any item confiscated by government authorities; or*
17. *losses caused by abuse, willful damage, vermin and insect infestation, wear and tear, inherent product defect, mechanical or electrical failure, nuclear, biological or chemical event, terrorism or war.*

SECTION IV CONDITIONS

1. It is the Insurer's discretion to decide whether to have the item repaired or replaced, or to reimburse the original purchase price less any rebates, discounts or rewards points.
2. Covered Purchases that are a pair or a set will be limited to the cost of replacement of the specific item if replaceable; otherwise, the value of the pair or set will be covered, not to exceed the Per Occurrence Limit.

SECTION V GENERAL PROVISIONS

1. **Notice of Claim:** Written notice of claim must be given no later than thirty (30) days from the date of the loss incident. Failure to give notice within (30) days from the date of the loss incident may result in a denial of the claim. To file a claim, log on to https://sg.mycardbenefits.com or send a claim notification to:

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way #09-16
Singapore 079120
Tel: +65 6419 1667
Business Hours: 8:30AM – 5:30PM, Mon – Fri (except public holidays)
Languages supported: English Email: APAC.Mastercard@aig.com

2. **Duties after a Loss for each Insurance Coverage: The Cardholder must provide:**
   a. a signed claim form, if provided;
   b. Cardholder's statement of account or copy of purchase receipt showing payment of the item was made entirely with the Eligible Card;
   c. For theft claims, official copies of the police report within ninety (90) days of incident;
   d. For damage claims, official copies of the repair estimates;
   **Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim.*

3. **Payment of Claims**: All payments to be made by the Insurer shall be paid to Eligible Cardholders in Singapore and such payments shall be subject to the laws and regulations then in effect in Singapore.

4. **Legal Rights:** You will cooperate with Us and help Us to enforce any legal rights You or We may have in relation to Your claim.

5. **Fraudulent Claims:** We will not be liable if a claim is determined by the Insurer to be fraudulent and all payments made in respect of such fraudulent claims shall be forfeited at Our discretion.

6. **Governing Law and Jurisdiction:** The Policy is governed by and interpreted in accordance to the laws of Singapore. Any dispute will be subject to the exclusive jurisdiction of the courts of Singapore.

7. **Sanctions:** We will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose Us, Our parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.

8. **Contracts (Rights of Third Parties) Act:** A person who is not a party to the Policy contract will have no right under the Contracts (Rights of Third Parties) Act and to enforce any of its terms.